

PAST PERFORMANCE QUESTIONNAIRE
DTFAAC-12-R-04535

Please complete and/or verify the following reference check information:

1. Name of Contractor: _____
2. What type of Computer System was provided.
(_____)
3. Type of Contract/Agreement for Pricing (i.e. firm fixed-price, fixed rate per hour (labor-hour, T&M), cost-reimbursable, etc.):

4. Contract Number: _____
5. Total Contract Amount: \$ _____
6. Date of Contract Award: _____
7. Contract Period of Performance: Start _____ Complete _____
8. Contractor Role / Responsibility (circle one): Prime Contractor Sub-Contractor

Please complete and/or verify the following responder information:

Name of Responding Point of Contact:

Agency / Organization:

Mailing Address:

Telephone Number:

Fax Number:

E-mail Address:

PAST PERFORMANCE QUESTIONNAIRE

1. **Quality/Timeliness of Service.**

a. How would you rate the contractor's general overall compliance with contract requirements?

Considerably surpassed minimum requirements	()
Exceeded minimum requirements	()
Met minimum requirements	()
Less than minimum requirements	()

b. How would you rate the timeliness of the Contractor's service - delivered reports on time and adhering to the required schedule?

Considerably surpassed minimum requirements	()
Exceeded minimum requirements	()
Met minimum requirements	()
Less than minimum requirements	()

c. Did the contractor commit adequate resources in timely fashion to meet contract requirements?

Provided abundant resources	()
Provided sufficient resources	()
Provided minimal resources	()
Provided insufficient resources	()

d. Did the contractor commit adequate resources in timely fashion to solve problems?

Provided abundant resources	()
Provided sufficient resources	()
Provided minimal resources	()
Provided insufficient resources	()

e. How would you rate the contractor on the timeliness of its responses to inquiries or other administrative matters?

Extremely timely	()
Generally timely	()
Generally not timely	()
Seldom timely	()

2. **Business Relations - Effective Management.**

a. To what extent was the contractor able to solve contract performance problems without extensive guidance from government (or entity with requirement) counterparts?

Considerably successful	()
Generally successful	()
Little Success	()
No success	()

b. To what extent did the contractor display initiative in meeting contract requirements?

Displayed considerable initiative	()
Displayed some initiative	()
Displayed little initiative	()
Displayed no initiative	()

c. Has this contract been partially or completely terminated for default, or is a termination pending?

() Yes If yes, please explain (e.g., inability to meet cost, performance or delivery schedules.)
() No

d. Has it ever been necessary to send this Contractor a Notice to Cure letter?

() Yes If yes, please explain and indicate the status.
() No

e. How would you rate the performance of the contractor's key personnel?

Extremely effective	()
Generally effective	()
Generally ineffective	()
Extremely ineffective	()

3. **Customer Satisfaction.**

a. To what extent did the contractor provide timely assistance, when responding to problems?

Considerably surpassed minimum requirements	()
Exceeded minimum requirements	()
Met minimum requirements	()
Less than minimum requirements	()

b. How would you rate the contractor's response to inquiries related to administrative issues?

Displayed considerable initiative	()
Displayed some initiative	()
Displayed little initiative	()
Displayed no initiative	()

c. Would you select this contractor again?

() Yes
() No

4.. **Please provide any other comments you may have.**